





+ Firestorm 2003

Mutual Assistance - Lessons Learned



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Overview



- Background
 - Who We Are
 - What Happened

Lessons Learned



Combined Service Area: SDG&E and So Cal Gas



Together, we serve a diverse population from the Mexican border north to Visalia, From Arizona to the Pacific Ocean.

- 13 counties, 243 municipalities
- 21.5 million population
- 6 million residential households
- 280,000 small commercial/ industrial customers
- 1,500 large industrial customers





2003: Firestorm





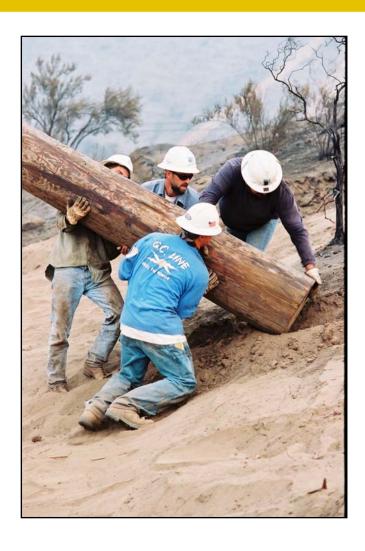






Overall





- In hindsight, would not change any of the basic tactics in our response.
- Given what we faced, we did a good job – very little negative response from customers, agencies and the media
- Coordinated effort by the entire company.
- Learned valuable lessons
- Video



Planning and Preparation



- Expand number of MA utilities
 - Existing resources also impacted
 - Southwest expand agreements to regions
 - Capabilities know what they can do
- Comprehensive procedures
 - Clearly spelled roles and responsibilities who will do what
 - Provisions for expanding procedures plans set for 20 crews, used twice that
- Accounting Plan
 - In Response to
 - After incident, getting bills paid
- Practice
 - Table tops are fine, but functional exercise is more prudent



During the event



- The Decision to get help
 - Made early on
 - What we thought we would need
- Operational coordination
 - Equipment, weather, time duration
- Logistical coordination
 - Getting poles, meals, things crews needed



Questions?





